

# Conference Sponsors



ST. JAMES HOTEL  
EST. 1875



## HIAWATHA VALLEY SHRM CONFERENCE

*Leading People, Leading Organizations*

*“Can You Hear Me Now? —*

*An active approach to communicating with co-workers, customers and personal connections.”*



2012

**Thursday, Sept. 13 • 8:00am - 12:00pm**  
**St. James Hotel • Laurentine Room, Red Wing**



[redwing-hv.shrm.org](http://redwing-hv.shrm.org)

## “Can You Hear Me Now?”

**Robin Getman, CSP**



This event is for anyone who wants to improve their communication skills with co-workers, clients or friends & family plus enjoy a good laugh! Our keynote speaker is Robin Getman who works with *organizations* to create an environment where people look forward to coming to work each day and with *people* who want to enjoy what they do. With a broad background in business as well as theater and stand-up comedy, you are sure to enjoy this event.



Wherever you go, you see and hear people *talking* – cell phone in hand or hooked to an ear. We shop, walk, drive, ride AND talk all at the same time (and barely acknowledge the people who shop, walk and ride beside us).

Have you noticed this kind of passive communication leaking into your work or personal relationships? In conversation, we assure others we’re listening (and even urge them to “go on...”) as we text, check, post, monitor and message.

We’re *talking more* and *communicating less* – we’re linked, hooked, wired – and *longing for real connection*.

Turn off your phones and tune into laughter as we practice *the art of listener-focused communication* and affirm *the true value of connection*.

Participants will:

- **Learn and practice 5 levels of listening and speaking that (positively and negatively) impact communication with customers and co-workers**
- **Identify causes and catalysts for each level of listening and speaking**
- **Learn phrases that calm and eliminate phrases that provoke**
- **Experience the power of active listening and the art of intentional conversation in order to build trust and rapport with internal and external customers**

## Seminar Schedule

**8:00 - 9:00am** ..... **Registration, Continental Breakfast, Networking**

**9:00 - 11:30am**..... **“Can You Hear Me Now?”  
Robin Getman, CSP**

**11:30am** ..... **Seminar Wrap Up**



2.5 HRCI recertification credits pending approval from the HR Certification Institute.  
For more information contact [Khardyman@SOUTHEASTMN.EDU](mailto:Khardyman@SOUTHEASTMN.EDU).

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### CONFERENCE REGISTRATION

HV SHRM Member — \$40.00     Non-Member — \$60.00

**Register by August 31st.** Mail check (payable to Hiawatha Valley SHRM) and registration form to:

Marge Truwe, Treasurer HVSHRM  
314 Main Street  
Red Wing, MN 55066

Email: [marge.truwe@redwingshoes.com](mailto:marge.truwe@redwingshoes.com)

Attendee: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

SHRM Chapter Affiliation (if applicable): \_\_\_\_\_